

HELP!Desk index list

HD_ACTIV.dbf

ACTIV_ID.NTX	activ_id
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HD_CALLS.dbf

CALL_ID.NTX	CALL_ID [UNIQUE]
CALL_EMP.NTX	EMP_ID
CALLDATE.NTX	CALL_DATE
CALLSUBJ.NTX	UPPER(SUBJECT)
CALLPROD.NTX	UPPER(PRODUCT)
CALLTECH.NTX	UPPER(ASSIGNEE)
CALLACCT.NTX	UPPER(ACCOUNT_NO)
CALL_RMA.NTX	UPPER(RMA_NUMBER)
CALLRCOD.NTX	UPPER(RES_CODE)
CALLSTAT.NTX	UPPER(FOLLOW_UP)
CALLPRIO.NTX	UPPER(PRIORITY)
CALLSTA2.NTX	UPPER(CALL_STAT)

HD_CLIEN.dbf

CLIEN_ID.NTX	EMP_ID [UNIQUE]
CLI_COMP.NTX	UPPER(COMPANY)
CLI_NAME.NTX	UPPER(LAST_NAME+FIRST_NAME)
CLI_EXT.NTX	UPPER(EXTENSION)
CLI_PHON.NTX	UPPER(PHONE)
CLI_SKEY.NTX	UPPER(ASSET_TAG)
CLI_ACCT.NTX	UPPER(ACCOUNT_NO)
CLI_DEPT.NTX	UPPER(DEPARTMENT)

HD_HSCFG.dbf (hardware / software configurations)

CFG_ID.NTX	CFG_ID [UNIQUE]
CFG_EMP.NTX	EMP_ID

HD_HARDW.dbf

HDWR_ID.NTX	HDWR_ID [UNIQUE]
HDWR_EMP.NTX	EMP_ID
HDWR_SNO.NTX	UPPER(SERIAL_NO)
HDWRATAG.NTX	UPPER(ASSET_TAG)
HDWRBRND.NTX	UPPER(BRAND)
HDWRTYPE.NTX	UPPER(TYPE)
HDWRMODL.NTX	UPPER(MODEL)
HDWR_CFG.NTX	CFG_ID

HD_SOFTW.dbf

SFTW_ID.NTX	SFTWR_ID [UNIQUE]
SFTW_EMP.NTX	EMP_ID
SFTWBRND.NTX	UPPER(BRAND)
SFTWTYPE.NTX	UPPER(TYPE)
SFTWMODL.NTX	UPPER(MODEL)
SFTW_SNO.NTX	UPPER(SERIAL_NO)
SFTWPNUM.NTX	UPPER(PO_NUMBER)
SFTW_CFG.NTX	CFG_ID

HD_TABLE.dbf

TABLCODE.NTX	UPPER(TABLE_CODE)
TABLEX.NTX	UPPER(table_code)+UPPER(code)+UPPER(descr)

HD_VEND.dbf
VENDCODE.NTX UPPER(VEND_CODE)